

<p>CITY OF BEAVERTON</p> <p>Information Services Specialist</p>

General Summary

Lead information system project implementations and monitor and evaluate the Service Help Desk. Coordinate and participate in the analysis and administration of the City's data and file server systems to ensure data integrity and improve network management and operational flow. Perform a variety of advanced level duties related to information services and technology in the fields of networking, security, and compliance.

Key Distinguishing Duties

Provide leadership and guidance in the area of customer service to Help Desk support personnel. Offer expert knowledge in the information technologies areas of networking, security, and compliance. Perform monitoring and analysis of information systems to assist in the areas of performance and design of key technologies.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Assign, schedule and review Help Desk staff work. Serve as a member of the Infrastructure management team. Evaluate performance and program effectiveness and take action for improvement as necessary.
2. Assist in the design and selection of hardware infrastructure. Develop maintenance and replacement hardware schedules and monitor operational functionality.
3. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
4. Install and test various system and application software packages. Provide information system support to maintain the reliable operation of end user hardware and software.
5. Monitor results of customer satisfaction surveys. Model and coach employees on excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.

6. Partner with Emergency Management to provide emergency contingency plans. Assist with the ordering of products and services. Responsible for inventory and active directory control.
7. Perform preventative maintenance and scheduled upgrades to existing computer equipment. Implement server patching and virus control.
8. Implement and administer the City's network systems such as Local Area Network (LAN) and Wide Area Network (WAN). Support mobile devices and wide area wireless systems. Assemble and configure network components and associated services. Perform network troubleshooting to isolate and diagnose common problems and assist in general network administration.
9. Evaluate general cabling needs for new offices or offices being remodeled. Advise contractors of desired cabling configurations and coordinate its installation. Test and configure communication, network, local and central computer systems.
10. Schedule and conduct data back-ups on City or department computer systems. Ensure that back-up systems are maintained in a secure location and correct documentation is undertaken.
11. Assist in the preparation and monitoring of the section budget.
12. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
13. Represent the Information Services division and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
14. Follow standards as outlined in the Employee Handbook.
15. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.
16. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.
17. Monitor network performance to ensure efficient delivery of information systems to all staff. Provide technical support and monitoring of the City's file and data servers.
18. Participate in the maintenance of the City's information systems security system including maintenance of the IT Security Policy and formulation of IT security plans, procedures and standards. Participate in the monitoring and administration of regular security backups including file structure and database backup.

19. Maintain the user account structure for access to the network. Monitor the City's email and calendar infrastructure.
20. Participate in division operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation.

Other Functions

1. Perform related duties of a similar scope and nature.
2. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.

Knowledge Required

- Working knowledge of local area networks, DNS structures and internet-working both in internal and external networks.
- Working knowledge of electronic mail systems. Working knowledge of database administration. Working knowledge of routers and switches.
- Working knowledge of voice, data, and video networking technologies.
- Working knowledge of arithmetic and mathematics principles.
- Working knowledge of English grammar, spelling and usage.
- Advanced knowledge of computer hardware and software.
- Advanced knowledge of communication and network environments including cabling.
- Advanced knowledge of practices and principles of personal computer maintenance.
- Advanced knowledge of hardware and software troubleshooting.
- Advanced knowledge of peripheral devices.
- Advanced knowledge of theory and principles of information services including personal computers, network systems and computer operating system standards.
- Working knowledge of the laws and regulations governing information services and technology.
- Working knowledge of strategic planning methods with an emphasis on services related to communication and network environments.
- Working knowledge of English grammar, spelling and usage.

Skills/Abilities Required

- Advanced skill in multiple computing environments.
- Advanced ability to identify and repair hardware and software systems problems.
- Advanced ability to install, service and repair various computer equipment in a Wide Area Network.
- Advanced ability to understand and apply technical manuals.
- Advanced ability to understand and write documentation.

- Strong skill in conceptual analysis and policy/program development and implementation.
- Strong ability to develop budget input and cost estimates.
- Strong ability to productively lead and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- Strong ability to effectively lead a staff including training, coaching, scheduling and reviewing work.
- Strong ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- Strong ability to coach employees on excellent internal and external customer service skills.
- Strong ability to communicate technical information effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.

Licensing/Special Requirements

- This classification will be working with confidential information systems as is required to complete a CJIS background and test within 30 days of starting an assignment.
- Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Minimum Qualifications Required for Entry

Associates degree in computer science (MCSE or equivalent course work) or 5 years' experience in LAN and WAN fields including some experience in a lead role or equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Working Conditions

Frequent focus on a computer screen for prolonged periods; daily precise control of fingers and hand movements; daily standing for prolonged periods; regular bending, stooping, crawling and working in confined spaces; occasional lifting, moving, carrying of objects over 75 pounds; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; daily operation of a motor vehicle on public roads.

Classification History

As of 6/16: Communications Analyst

As of 6/16: Computer Systems Administrator

New Class Specification Title 6/16: Information Services Specialist

Status: M3

FLSA: Exempt

Department Head Signature

Human Resources Signature

Date

Date